

About: ALJ - Toyota

A leading automotive distributor, Abdul Latif Jameel Financial Services Organization (ALJFSO), distributor for Toyota and premium luxury Lexus cars, has implemented SMART Service Desk – IT Service Management Solution for more than 3500 users spread over 150 locations in Saudi Arabia.

With SMART Service Desk implementation ALJFSO has initiated many service improvement initiatives, to stream line the IT Processes and improved IT Service as part of continual improvement in IT Governance.

Business Goals

The company sought a solution to address immediate and long-term technical and business needs:

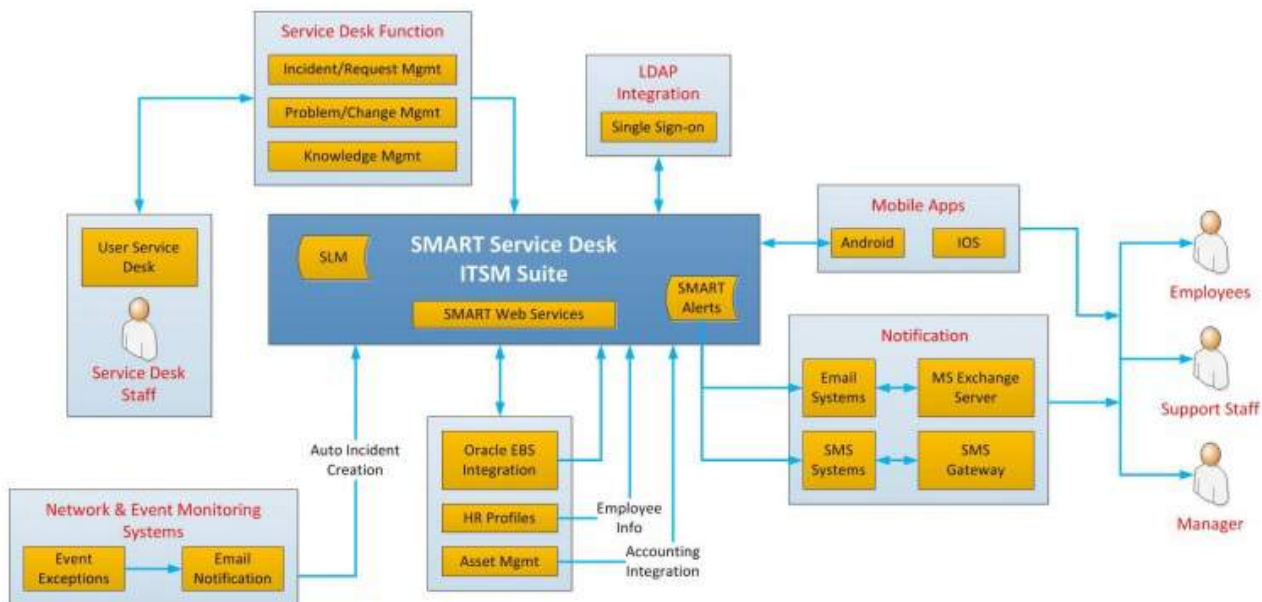
- Provide a common service desk platform to achieve economies of scale across IT Enterprise and improve governance.
- Integrate with the existing organisational systems (Oracle EBS) to achieve data consistency and federated configuration management database.
- Minimize Capital & Operational expenditure across the business enterprise.
- Reduce the cost of delivery by establishing a single point of contact (SPOC).
- Select a tool that is built on ITIL best practices & can be easily maintained without need for having expensive customizations.
- Implement Information Technology Infrastructure Library (ITIL) processes such as event management and service level management by interfacing with existing enterprise systems.
- Ensure scalability of IT service management system to expand future implementation across the group companies.
- Other requirements included interfacing of the solution with third-party enterprise class applications.

Solution

In spring of 2011 ALJFSO was looking for comprehensive, yet cost effective solution to solve the IT service management problem. They quickly determined that, the

on-premise ITSM solution from SMART Service Desk was the best option available them. The entire process took less than four months, from initial exploration to final implementation and training. A full IT team, including administrators, management and end-users, participated in the evaluation & implementation process. A proof of-concept (POC) was used to show how the solution could meet the needs. SMART Service Desk team of consultants were invaluable in assisting with workflow development, and integration with the Oracle HRMS.

We Integrated SMART Service Desk with your HR data, so that IT Service Desk, has longer have to re enter & update the same data in multiple places and worry about keeping various systems in sync. Integration was also performed with the enterprise asset management system to built the federated CMDB. below is the solution architecture diagram.



Results

- Replaced multiple silo's of legacy on premise Helpdesk applications with a single, cost-effective IT Service management solution.
- Implemented IT operations management with comprehensive, integrated capabilities.
- Leveraged IT Resources with the Industry's Best IT Self-Service Portal.
- Managed IT Investment with Powerful Business Intelligence Dashboards.
- Adapted ITSM Best Practices Quickly Using Truly Codeless Configuration.
- Laid the foundation to facilitated service improvement on a continual basis.
- Automation of the processes has save over 10,000 man hours annually.
- IT staff is now able to add additional business processes, without eliminating the need to purchase of additional customization or professional services.
- System is available for Access Anytime, Anywhere via Mobile Browser, Native Android™ App, and Native iOS® App.

Highlights

Supports ITIL V3:2011 processes SMART Service Desk IT Service Management (ITSM) support following ITSM module:

- Incident Management
- Service Request Management
- Problem Management
- Change Management
- Project Management
- Release Management
- Service Catalog Management

- Service Level Management
- Knowledge Management
- Customer Surveys
- Procurement Management
- Configuration Management
- Software Asset Management
- Hardware Management
- Discovery (on Premise)
- CMDB
- Vendor Management
- Contract Management
- Event Management Integration
- Dashboards & Reporting



IT Service Management

System Asset & Configuration Management



Governance, Risk and Compliance

Customer Relationship Management



"Enterprise Service Desk for the price of Help Desk"



- INCIDENT MANAGEMENT
- PROBLEM MANAGEMENT
- REQUEST FULFILLMENT
- CHANGE MANAGEMENT
- EVENT MANAGEMENT
- KNOWLEDGE MANAGEMENT
- SERVICE LEVEL MANAGEMENT
- SERVICE CATALOG MANAGEMENT
- SERVICE PORTFOLIO MANAGEMENT
- IT SERVICE CONTINUITY MANAGEMENT
- SYSTEM ASSET & CONFIGURATION MANAGEMENT

Innovation through Simplicity... an Enterprise Service Desk

SMART Service Desk is an Enterprise level ITSM Solution developed using industry leading best practices and standards such as ITIL Framework, ISO 20000, ISO 27001, ISO 9001, AS 9001 and NIST. SMART Service Desk has key customers in number of sectors such as, Government, Banking, Insurance, Oil and Gas, Electronic Retailers, Manufacturing and Educational Institutions and is currently being used by more than 1 Million Users worldwide.

We offer SaaS solutions on Cloud and On-premise solutions that let you seamlessly manage services, customers and quality improvement programs. Available through any Web browser or mobile phones, our solutions are designed to help you shorten deployment times, reduce risks and lower costs, including support and maintenance expenses.

SMART Service Desk is Headquartered in Dallas, Texas with offices in Canada, Brazil, United Kingdom, South Africa, India and Partner Offices in Philippines, Indonesia, Saudi Arabia, Bahrain, Oman, Qatar and UAE.



SMART Service Desk
Next Generation Service Automation



www.smartservicedesk.com



SMART Service Desk
11652 Harry Hines Blvd.
Dallas, TX 75229

972-750-0300

info@smartservicedesk.com